

Questions & Answers
Pay-off Initiative for Delinquencies (PAID)
Related to Travel Charge Cards
Updated content changes in blue as of 9/13/04

Q1 What is PAID?

A1 PAID is a one-time FAA opportunity that allows employees to pay outstanding travel charge card debt without being subject to disciplinary action, regardless of how the debt was incurred.

Q2 Who is covered by PAID?

A2 Employees who have outstanding balances owed beyond 60 days, including charged off accounts. However, if the debt was discharged through bankruptcy, the employee is no longer responsible for repayment of the delinquent account.

Q3 What is a charged-off account?

A3 A charged-off account is a delinquent account that is over 180 days past due and Citibank has referred the account to a collection agency to pursue recovery of the debt.

Q4 What are the benefits of PAID?

A4 Employees will get a chance to “come clean” and to avoid discipline for delinquency and/or misuse, up to and including removal, if the debt is paid by **October 15, 2004**.

Q5 When does PAID start and how long will it last?

A5 PAID starts Thursday, July 15, 2004 and ends midnight Wednesday, **October 15, 2004**. Repayment of amount past due must be posted to the account by midnight, **October 15, 2004**. Therefore, employees must allow for mailing time and the posting of funds to their account.

Q6 Who is the point of contact for PAID in my Line of Business or Staff Office?

A6 Contact your immediate supervisor for any questions you may have.

Q7 What is the PAID-covered employee's responsibility?

A7 The PAID-covered employee's responsibility is to take timely action to find out how much they owe Citibank that is over 60 days past due and to make sure this debt is paid off by midnight **October 15, 2004**.

Q8 How does the employee pay?

A8 This is a personal decision by the employee. Employees can send a check or money order, pay by another credit card, or use the speed pay option. The speed pay option is a quick way to post payment to the Citibank account. You can call Citibank on 800-790-7206 to use the speed pay option. There is an additional, non-reimbursable charge of \$7.95 for this service.

The past due amount may be paid all at once or in part. The most important thing to keep in mind is to have the overdue balance paid off by midnight, **October 15, 2004**, to avoid being disciplined.

Q9 What is the responsibility of supervisors who have PAID-covered employees?

A9 The supervisor must ensure his or her cardholders fully understand the provisions of PAID, its timeframe, and the consequences for failing to pay off his or her debt.

Q10 What if the PAID-covered employee already has an official agreement with Citibank or a collection agency to pay off his or her past due balance?

A10 All past due balances must be paid by midnight **October 15, 2004**, regardless of any payment agreement with Citibank or a collection agency to avoid discipline. At the end of the PAID timeframe, employees who have honored their previous agreement with Citibank or a collection agency, but have not paid the balance in full, will be evaluated on a case-by-case basis for appropriate disciplinary action.

- Q11** What if the employee has either “settled in full” or “paid in full” with Citibank or a collection agency, but their debt still shows on the agency’s delinquency reports?
- A11** The employee must show acceptable evidence to their supervisor the debt was either “settled” or “paid” in full. Administratively, the balance may still show up on the report.
- Q12** What if the PAID-covered employee uses the Government contractor-issued travel charge card for personal use during PAID?
- A12** The employee will be subject to discipline, regardless of PAID, even if the balance is paid off. Personal use of the Government-issued travel charge card is not authorized.
- Q13** What will happen to PAID-covered employees after the PAID period ends and they still have not paid off their debt?
- A13** Employees will be aggressively pursued and appropriately disciplined, up to and including removal from the Federal service, where necessary.
- Q14** Will PAID-covered employees who had their travel charge card cancelled and their debt paid off have their card reinstated?
- A14** When the travel charge card has been canceled because of delinquent payments, the card will not be reinstated.
- Q15** What impact does a delinquent account have on an employee?
- A15** At 121 days, the delinquent account information is passed on to credit bureaus or similar entities by Citibank, referred to an outside collection agency, and could have a detrimental impact on future financial matters, such as obtaining a home loan.
- Q16** Where can employees find information about the FAA’s travel charge card policies?
- A16** Employees can visit the Assistant Administrator for Financial Services website at http://www.faa.gov/aba/html_fm/html_tc/index.html
- Q17** What is the difference between “settled in full” and “paid in full”?
- A17** “Settled in full” means the employee agreed to a specific dollar amount to settle the delinquent debt that *may have been less than the total amount owed* and the employee fulfilled the agreement. “Paid in full” means the employee *paid the total amount owed*.
- Q18** Under PAID, does an employee owe the difference between the “settled” and “total” amount?
- A18** No. If the employee “settled in full” with Citibank or a collection agency the employee has fulfilled the debt obligation and is not responsible for any difference, therefore not PAID eligible.